GOVERNMENTOFANDHRA PRADESH
ABSTRACT

Department for WCDA& SC – The Rights of Persons with Disabilities Act, 2016 – Appointment of Grievance Redressal Officer in every Government Establishment – Orders – Issued.

DEPARTMENT FOR WOMEN, CHILDREN, DIFFERENTLY ABLED AND SENIOR CITIZENS (PROG-II)

G.O. Ms. No. 21 Dated: 05.05.2023

Read the followings:-

1. The Rights of Persons with Disabilities Act, 2016.
2. G.O.Ms.No:5 Dept. for WCDA&SC(Prog.II),Dt:09.04.2020.
3. Andhra Pradesh Rights of Persons with Disabilities Rules, 2023.

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ORDER :

Whereas vide reference 1st read above, the Government of India enacted the Rights of Persons with Disabilities Act, 2016 to give effect to the United Nations Convention on the Rights of Persons with Disabilities and for matters connected therewith or incidental thereto by repealing the Persons with Disabilities (Equal Opportunity Protection of Rights and Full Participation) Act, 1995. The new Act came into force w.e.f. 19.04.2017.

2. Section 23(1) of the Rights of Persons with Disabilities Act, 2016 stipulated that "Every Government establishment shall appoint a Grievance Redressal Officer for the purpose of the Section 19 of the Rights of Persons with Disabilities Act, 2016".

3. Rule 10 of the Andhra Pradesh Rights of Persons with Disabilities Rules, 2023 stipulates that "Every Government establishment shall designate an officer not below the rank of Gazetted Officer, preferably a person with disability, as Grievance Redressal Officer".

4. Now, in exercise of powers conferred under section 23 of the Rights of Persons with Disabilities Act, 2016 read with rule 10 of the Andhra Pradesh Rights of Persons with Disabilities Rules, 2023 and in supersession of orders issued in reference 2nd read above, the Government of Andhra Pradesh hereby order to appoint a Grievance Redressal Officer in every Government Establishment not below the rank of a Gazetted Officer for the purpose of Section 19 of the Rights of Persons with Disabilities Act, 2016 and shall inform the State Commissioner for Persons with Disabilities, Andhra Pradesh about the appointment of such Officer:

(P.T.O)

Provided that where it is not possible to appoint any Gazetted Officer, the Government establishment may appoint the senior most Officer as a Grievance Redressal Officer.

5. Every Government Department at the State level shall obtain the details of such appointed Grievance Redressal Officer from their subordinate offices at all levels and inform the same to the State Commissioner for Persons with Disabilities as detailed below:

Name of the Department:				
Sl. No.	Name of the Office	Name of the Grievance Redressal Officer	Designation	Phone No. & Mail Id

The above details shall also be made available in their respective websites.

6. Any person aggrieved with the non-compliance of the provisions of Section 20 of the Rights of Persons with Disabilities Act, 2016 may file a complaint with the Grievance Redressal Officer, who shall investigate it and shall take up the matter with the establishment for corrective action.

7. The Grievance Redressal Officer shall maintain a register of complaints of persons with disabilities with the following particulars as prescribed by Central Government:

a. Date of complaint;
b. Name of the complainant;
c. Name of the person who is enquiring the complaint;
d. Place of incident;
e. The name of establishment or person against whom the complaint is made;
f. Gist of complaint;
g. Documentary evidence, if any;
h. Date of disposal by the Grievance Redressal Officer;
i. Details of disposal of the appeal by the District Level Committee; and
j. Any other information.

8. Every complaint shall be inquired within two weeks of its registration.

(P.T.O)

9. If the aggrieved person is not satisfied with the action on his or her complaint, he or she may approach District Level Committee on disability.

10. The Special Chief Secretaries / Principal Secretaries / Secretaries / District Collectors / Heads of the Departments shall take necessary action accordingly.

(BY ORDER AND IN THE NAME OF GOVERNOR OF ANDHRA PRADESH)

MUDDADA RAVI CHANDRA
PRINCIPAL SECRETARY TO GOVERNMENT

To:
All the Departments of Secretariat.
All the Heads of the Departments.
All the Collectors & District Magistrates in the State.
The Commissioner, Information & Public Relations, A.P., Vijayawada with a request to give wide publicity.

Copy to :
The State Commissioner for Persons with Disabilities, A.P., Vijayawada.
The P.S to Principal Secretary to CM
The PS to Minister, WCDA&SC.
The PS to Chief Secretary to Govt., of A.P.
The PS to the Principal Secretary to Government, WCDA&SC.
SC/SF

//FORWARDED :: BY ORDER//

K. Suneetha
SECTION OFFICER